

Administrative Officer

Administrative Support Products and Services

The rating official is routinely satisfied that the employee usually performs in the following manner:

- Effectively plans, organizes, and prioritizes work to accommodate changing demands and timelines. Independently develops workflow methods and procedures allowing accurate estimates for time to completion and to set priorities. Work assignments are completed by assigned deadlines, or if requires an extension, gives reasonable advance notice and justification. Provides services in a timely and responsive fashion.
- Anticipates problems and develops creative approaches. Solutions prevent or resolve situations and difficult issues. Exercises discretion and sound ethical principles in carrying out duties.
- Independently ensures that all necessary documentation is accurate and complete, and actions are compliant with law, regulation, or policy and supported at higher levels. Independently keeps abreast of new regulations/procedures and technologies and applies them to completion of work assignments. Maintains internal files on various actions as required that are properly maintained and readily accessible by others. Work products are thorough, well organized, and reflect sound judgment.
- Administrative policies, procedures, and management controls are implemented timely and properly. Administrative expertise and support services are provided in management surveys/projects, strategic planning, and annual goal-setting within the program offices.
- Develops position papers and reports, which are comprehensive and include necessary background, status, identification of problem areas, and options for consideration.
- On own initiative evaluates, tracks, and monitors administrative activities, including resource allocations, and recommends effective reallocation of resources and services to ensure program success on a regular and recurring basis.
- Appropriately applies management controls, quality assurance, risk management principles and practices to work situations to assure compliance to law, regulation, and policy, and to enhance the provision of services. Seeks guidance in areas unfamiliar.
- Performs technical review and timely approval of all travel authorizations and vouchers including domestic, foreign, sponsored, and local travel in accordance with Federal Travel Regulations and NASA-Goddard Travel Policies.
- Performs thorough review of all vouchers and invoices to ensure appropriateness of charges. Review and analysis performed requires few adjustments. ___% of the travel authorization and vouchers are error free.
- Review Domestic Travel Authorizations/Vouchers submitted to the Administrative Office within ___ business days and Foreign Travel Orders/Vouchers from the date summary package is date stamped.
- Successfully completes mandatory training such as Ethics Training, IT Security Training, etc. by established deadlines and applies information learned to work situations.

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Budget formulation and execution reports

The rating official is routinely satisfied that the employee usually performs in the following manner:

- In conjunction with Director and program staff, appropriately develops, presents, and executes operating budgets; provides oversight of budget projections and justifications. Oversight and analyses of program functions and needs reflects best budgetary practices or methods have been used. Conceptualizes an action plan or work parameters that enables program to meet program objectives. Work products demonstrate competence and understanding of the budget process and organizational funding mechanisms.
- Independently develops and prepares budget operating plans, forecasts (long range and short term), preliminary budget requests, and related projects. Consistently tracks, monitors, and develops reports of expenditures that provide accurate obligation of funds by applicable deadlines. Makes adjustments to resource allocations as needed based on trending data prior to end-of-year deadlines. Anticipates problems and develops creative, effective approaches to avoid or solve difficult issues.
- Consistently prepares and maintains reports that include monthly expenditures, forecasts, FTE allocations and reallocation proposals. Demonstrates competency in using available technology/applications such as Excel, et al., to produce and maintain reports on status of actions and budget tracking. Responds to requests for information in a timely manner. Provides revised or new tracking mechanisms and/or recommendations for the use of new tools to facilitate increased efficiency and effectiveness through the use of technology.
- Manages reimbursable budgets and coordinates with offices to identify required funds. Ensures funds are managed responsibly and takes proactive steps to reduce and recover improper payments.
- Appropriately applies management controls, quality assurance, risk management principles and practices to work situations to assure compliance to law, regulation, policy, and to enhance the provision of services.
- Exercises discretion and sound ethical principles in carrying out duties.

Acquisition planning and administration.

The rating official is routinely satisfied that the employee usually performs in the following manner:

- Independently carries out procurement and contract activities for programs in a timely manner. Ensures that all necessary documentation is accurate and complete, actions are compliant with law, regulation, or policy, and actions are supported at higher levels. Work products are thorough, well organized, and reflect appropriate use of available mechanisms and clearances.
- Approves and processes requests that involve the use of government purchase cards within established guidelines.
- Applies appropriate regulations for all procurement requests and reconciles purchases monthly by _____ date.
- Ensures all invoices are processed within established guidelines.

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- Work products and services reflect knowledge and application of new regulations, procedures, and technologies. Creates and maintains internal files necessary for record keeping and audit purposes that are readily accessible.
- Demonstrates competency in utilizing available technology to facilitate work completion.
- Anticipates problems and develops creative approaches to avoid potential situations or solve difficult issues. Exercises discretion and sound ethical principles in carrying out duties.

Team work

The rating official is routinely satisfied that the employee usually performs in the following manner:

- In a consistent and proactive manner, works with program areas to prioritize work and prepare analyses and reports. Serves as an advocate for program staff (where appropriate) and willingly supports the Directorate's mission.
- Provides written and oral communications that are clear, succinct, and appropriate for intended audience, and reflect sound judgment. May provide oral presentations regarding an administrative functional area.
- Displays a high level of initiative and commitment towards completing assignments. Works with minimal supervision.
- Contributes positively to group goals. Provides support to team, assists others with projects to meet critical deadlines, and contributes towards group goals by offering advice and doing fair share of the work. Provides positive feedback to other group members.
- Works effectively with internal and external staff, and the public to achieve the organization's objectives as evidenced by customer feedback.
- Demonstrates a willingness to assist in a variety of program areas. Facilitates other program activities through working relationships with staff, and consistently provides positive influence and makes positive contributions to the activities of the program or project. Deals tactfully and effectively with matters and issues encountered in the program or project area of the position, maintaining a positive working relationship with others.

Other elements that might be appropriate to incorporate into the plan:

Element: Project Studies

The rating official is routinely satisfied that the employee usually performs in the following manner:

- Participates in special projects and studies. Collects data through a variety of means, including interview, literature review, document review, and data collection. Data collection is thorough and accurate. Is able to use a variety of established methods to analyze data and draw conclusions. Written reports reflect a thorough understanding of project requirements. Works cooperatively with program offices and personnel. Completes work on time. Considers priorities when planning and performing assigned tasks. (This addresses Special Assignments only)